

Stakeholder Grievance Procedure

Last updated: 18/08/2026

Who can raise a grievance

Hone Built Pty Ltd (HONE) welcomes grievances from clients, neighbours and community members, suppliers, sub-contractors, workers, consultants and other stakeholders who may be affected by HONE's activities.

What can be raised

A grievance may relate to concerns about HONE's activities, decisions, conduct or impacts, including:

- environmental impacts
- site or community impacts
- treatment of people
- health and safety concerns
- supplier or sub-contractor conduct
- misleading, inappropriate or unethical business conduct
- breaches of HONE policies or commitments
- other material social, environmental or operational impacts associated with HONE's activities.

A grievance should be raised in good faith and should relate to an activity, decision, behaviour or impact that HONE can reasonably investigate, influence or address.

How to raise it

Grievances can be submitted by email to info@honebuilt.com.au.

Where possible, the grievance should include:

- the nature of the concern
- when and where the issue occurred
- any people or organisations involved
- any relevant supporting information or documentation
- the outcome or resolution being sought, if applicable.

A stakeholder may request that their identity and information be treated confidentially.

Process and timeframes

HONE will manage grievances using the following process:

1. Acknowledgement

HONE will acknowledge receipt of the grievance within 5 business days.

2. Initial assessment

HONE will assess the grievance within 10 business days to determine whether it falls within the scope of this procedure and whether further information is required.

3. Investigation and engagement

Where a grievance is accepted, HONE will review the available information, seek further information where necessary, and engage with relevant people or stakeholders to understand the issue.

4. Resolution

HONE will aim to resolve accepted grievances within 30 business days of receipt. Where additional time is reasonably required, HONE will advise the complainant of the reason and provide an updated timeframe.

5. Outcome

HONE will communicate the outcome of the grievance to the complainant and confirm when the matter is considered resolved.

Where HONE determines that an issue does not meet the grounds for acceptance as a grievance, HONE will explain this decision to the complainant.

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Resolution

Depending on the circumstances, resolution may include:

- discussion or clarification
- corrective action
- changes to company practices or processes
- remediation of an identified impact
- engagement with relevant suppliers, sub-contractors, consultants or other stakeholders
- other measures considered appropriate to address the issue.

HONE will seek to resolve grievances fairly, respectfully and proportionately to the nature and severity of the issue.

Non-retaliation

HONE will not tolerate retaliation, intimidation, discrimination or disadvantage against any person who raises a grievance or participates in a grievance process in good faith.

Raising a grievance will not adversely affect a stakeholder's relationship with HONE solely because the grievance has been made.

Confidentiality

HONE will handle grievances sensitively and will protect personal and confidential information to the extent reasonably possible.

Information relating to a grievance will only be shared with people who reasonably need the information to assess, investigate or resolve the matter, or where disclosure is required by law.

Communication during the grievance process

HONE will keep the complainant reasonably informed about the progress of an accepted grievance, including:

- confirmation that the grievance has been received
- notification of any further information required
- material updates where an investigation or resolution is ongoing
- notification if the expected timeframe changes
- the final outcome and confirmation when the grievance has been resolved.

Privacy-related complaints

Privacy-related concerns or complaints are managed under HONE's Privacy Policy, available on our website.

For privacy-related enquiries or complaints, please contact info@honebuilt.com.au.

This Stakeholder Grievance Procedure applies to broader social, environmental, operational and stakeholder concerns and does not replace HONE's Privacy Policy or limit any legal rights or external complaint mechanisms available to a stakeholder.